

FSA FY 2004 Performance Plan -- Operations

PROJECT NUMBER	HIGH RISK PLAN	SYSTEM INTEGRATION PLAN	ACTION ITEMS	RESP AREA	RESP PERS	BUSINESS NEED	SUCCESS MEASURES	TARGET COMPLETION DATE	Objectives						
									1- FSA Systems Integration and Technology Solution Initiatives	2 - Improve Program Integrity	3 - Reduce Cost	4 - Improve Human Capital Management	5 - Improve Products and Services	6 - Deliver Student Aid Effectively and Accurately	
TIER 1 - ANNUAL ACTIVITIES (Keep the Trains Running)															
1			Implement student aid awareness initiatives.	App & Del Serv	Jacks	An explicit goal of the PBO is to improve the understanding of financial aid programs by students and prospective students, both traditional and non-traditional.	This initiative will further that goal by increasing the number of contacts FSA makes with students and parents, ensuring that customers receive the information they request in a timely manner and expanding access through electronic means to our customer base.	Sep-04					X	X	
2			Improve customer interaction through customer feedback particularly at the Customer Service Call Center (CSCC).	App & Del Serv	Jacks	Continuous improvement of our products and services through collecting, understanding and reacting to customer feedback.	Identify at least one change to a system or processes in each core area as a result of customer feedback.	Sep-04					X	X	
3	X		Conduct application processing [Central Processing System (CPS), FAFSA on the Web (FOTW), PIN Site, Improve the Accuracy of Applicant Data (IAAD), Participation Management (PM)].	App & Del Serv	Jacks	Process applications for federal student aid, inform students of their eligibility and provide eligibility data to delivery partners.	Successfully implement CPS for 2004-05 Processing Cycle on January 1, 2004.	Jan-04						X	
4	X		Provide EDEXpress application modules.	App & Del Serv	Jacks	Provide schools with tools required to accurately administer Federal Student Aid programs.	Have EDEXpress application modules for 2004-05 processing cycle available for user download by January 31, 2004. Have EDEXpress Pell and DL modules for 2004-05 processing cycle available for user download by March 31, 2004.	Mar-04						X	
5	X		Process Pell and Direct Loan transactions through the Common Origination & Disbursement (COD) system.	App & Del Serv	Jacks	Process Pell and Direct Loan awards and disbursements to monitor recipient eligibility and to provide appropriate level of funding to schools.	Successfully implement COD for 2004-05 processing cycle by March 31, 2004. Issue Statement of Objective (SOO) to potential COD vendors by June 30, 2004.	Jun-04						X	
6	X		Administer Campus-Based (eCB) activities.	App & Del Serv	Jacks	Process school applications for campus-based funding and collect recipient data for program monitoring and management.	Issue final awards to all applying schools by April 1, 2004. Process Fiscal Operations Report and Application to Participate (FISAP) and contact all schools with incomplete submissions. Successfully implement eCB for 2004 FISAP Cycle by July 30, 2004.	Jul-04						X	

FSA FY 2004 Performance Plan -- Operations

PROJECT NUMBER	HIGH RISK PLAN	SYSTEM INTEGRATION PLAN	ACTION ITEMS	RESP AREA	RESP PERS	BUSINESS NEED	SUCCESS MEASURES	TARGET COMPLETION DATE	Objectives					
									1- FSA Systems Integration and Technology Solution Initiatives	2 - Improve Program Integrity	3 - Reduce Cost	4 - Improve Human Capital Management	5 - Improve Products and Services	6 - Deliver Student Aid Effectively and Accurately
TIER 1 - ANNUAL ACTIVITIES (Keep the Trains Running)														
7			Upgrade Postsecondary Education Participation System (PEPS).	App & Del Serv	Jacks	Process school applications for program participation and conduct on-going school monitoring and oversight.	Successfully implement upgraded PEPS by February 29, 2004.	Feb-04						X
8	X		Expand eZAudit initiative.	App & Del Serv	Jacks	Process school financial statements and compliance audits to support on-going oversight and program monitoring.	Fully executed contract in place for new EZ Audit vendor by February 27, 2004. Successfully process financial statements from all school types by April 30, 2004. Increase e-submission rate to 95%.	Sep-04						X
9	X		Enhance program monitoring and oversight.	App & Del Serv	Jacks	Conduct on-going oversight of school delivery partners to ensure integrity of the Federal Student Aid programs.	Audit resolution rate meets or exceeds 95%. Data will be available biweekly. Complete timely quarterly updates to defined compliance metrics and identify three areas of potential non-compliance and address them. Work jointly with Borrower Services on project 13 to identify new opportunities for default prevention, continue to address the large volume of defaulted Perkins Loans, and identify new, or enhance current, delinquency/default prevention tools for the Direct Loan Program. In accordance with our business plan, we will: work with 100% of schools that have unreturned Perkins Loan excess cash; work with 100% of Historically Black Colleges and Universities (HBCUs), Hispanic Serving Institutions (HSIs) and Tribal Colleges that have cohort default rates in excess of 15%; and maintain the number of training sessions we conducted in FY 2003. Deliver revised reporting templates to schools and provide analysis of performance data to FSA. Deliver self-assessment tools and guidelines for using Phase 1 of a web-based version of the ISIR Analysis tool (software) to schools. (Analysis of the verification outcomes for FSA v tool).	Sep-04		X				X

FSA FY 2004 Performance Plan -- Operations

PROJECT NUMBER	HIGH RISK PLAN	SYSTEM INTEGRATION PLAN	ACTION ITEMS	RESP AREA	RESP PERS	BUSINESS NEED	SUCCESS MEASURES	TARGET COMPLETION DATE	Objectives						
									1- FSA Systems Integration and Technology Solution Initiatives	2 - Improve Program Integrity	3 - Reduce Cost	4 - Improve Human Capital Management	5 - Improve Products and Services	6 - Deliver Student Aid Effectively and Accurately	
TIER 1 - ANNUAL ACTIVITIES (Keep the Trains Running)															
10	X		Produce school publications and materials.	App & Del Serv	Jacks	School partners need to have current, accurate information on all of the Title IV programs so that they can administer the programs effectively and accurately.	PDF files are posted to the Web by the completion date. All changes to statute/regulations as of the completion date are incorporated in text. New guidance from Dear Colleague Letters, conferences, and Q&As are incorporated. Track number of inquiries received by CSCC that can be answered by Handbook reference. Fulfill orders for Direct Loan Program publications at the fulfillment center within 72 hours of receipt 90% of the time, notwithstanding back orders.	Sep-04		X			X		
11	X		Develop and deliver program and technical training for schools through a combination of videoconferences, web-based training, and classroom experiences.	App & Del Serv	Jacks	Provide training on key Title IV topics so that financial aid professionals can administer the Title IV programs properly and are aware of new requirements, procedures, and services.	Award new training contract by April 2004. Implement new registration system by March 2004. On an ongoing basis, review and analyze participant/instructor evaluations of training sessions, attendance data, adherence to budgetary constraints, and production schedules to ensure optimal delivery of FSA training programs. Will report the outcome of these analysis periodically.	Sep-04		X			X		
12	X		Transition to Common Servicers for Borrowers (CSB) as Direct Loan Consolidation System (DLCS) contract expires.	Borrower Services	Szabo/Leifeste	Ensure continued service during transition to CSB.	Contract expires September 2004 with no impact on service.	Sep-04						X	
13	X		Enhance program monitoring and oversight.	Borrower Services	Szabo	Address issues that resulted in GAO designating FSA as a high risk program.	FSA will move closer to realizing the goal of being removed from the GAO high risk list by implementing the success measures below.	Sep-04		X	X		X	X	

FSA FY 2004 Performance Plan -- Operations

PROJECT NUMBER	HIGH RISK PLAN	SYSTEM INTEGRATION PLAN	ACTION ITEMS	RESP AREA	RESP PERS	BUSINESS NEED	SUCCESS MEASURES	TARGET COMPLETION DATE	Objectives					
									1- FSA Systems Integration and Technology Solution Initiatives	2 - Improve Program Integrity	3 - Reduce Cost	4 - Improve Human Capital Management	5 - Improve Products and Services	6 - Deliver Student Aid Effectively and Accurately
TIER 1 - ANNUAL ACTIVITIES (Keep the Trains Running)														
14	X		Implement plan to provide high quality customer service to the Direct Loan portfolio.	Borrower Services	Szabo/ Vigna/ Hayward	Make services more accessible to Direct Loan borrowers in repayment.	Complete the turnover process for e-servicing and increase its use by 20% by the end of FY 2004. (Baseline will be determined March 30, 2004. Measure will be for the period April 2004 - Sept 2004. Data will be available on a monthly basis to evaluate progress.)	Sep-04					X	X
15	X		Implement plan to improve contractor oversight and performance related to Direct Loan Consolidation overpayments and underpayments.	Borrower Services	Szabo/ Leifeste	To ensure that consolidation loans are disbursed accurately and timely.	Reduce the dollar amount of overpayments by 20% and underpayments by 10% by September 30, 2004. (The baseline for this measure is determined by the 13-month average dollar amounts outstanding for each of the overpayments and underpayments that were identified at the end of August 2003. Data are available on a monthly basis for review.)	Sep-04			X		X	X
16	X		Perform National Student Loan Data System (NSLDS) maintenance and operations activities.	Financial Partners	Bateman/ Fontana	Continue to provide and maintain a comprehensive and centralized repository of information for Title IV recipients and their loans, Pell grants, lenders, guaranty agencies, servicers and schools. Fulfill the functions of student aid eligibility, cohort default rates, student enrollment tracking, audit and program reviews, research and policy development, budget formulation and execution, loan transfer tracking, guaranty agency and lender payment reasonability, financial aid history, student transfer monitoring, and GA fees.	Provide cohort default rate calculations and post. Provide Guaranty Agency Fee O50 calculations and send. Provide Guaranty Agency data integrity improvement reports and benchmarks during FY2004. Enhance LPIF process for rate changes. Provide monitoring functionality of GA and lender reasonability on a monthly basis. Upgrade Data Prep Software. Implement ECMC file format changes. Raise effectiveness and efficiencies in the Regional GA and lender review process by collaborating and assisting in scheduled FY 2004 reviews. Ensure uninterrupted service to Title IV recipients.	Sep-04	X	X	X	X	X	X

FSA FY 2004 Performance Plan -- Operations

PROJECT NUMBER	HIGH RISK PLAN	SYSTEM INTEGRATION PLAN	ACTION ITEMS	RESP AREA	RESP PERS	BUSINESS NEED	SUCCESS MEASURES	TARGET COMPLETION DATE	Objectives					
									1- FSA Systems Integration and Technology Solution Initiatives	2 - Improve Program Integrity	3 - Reduce Cost	4 - Improve Human Capital Management	5 - Improve Products and Services	6 - Deliver Student Aid Effectively and Accurately
TIER 1 - ANNUAL ACTIVITIES (Keep the Trains Running)														
17	X		Re-compete contract for NSLDS maintenance/ operations and transition to new contractor.	Financial Partners	Bateman/ Fontana	Continue to provide maintenance and operational functions for the NSLDS application and reduce operations costs. Fulfill small business contractor requirement for the Department.	Announce new contract and acceptance by selected vendor. Reduce operations costs by 25%. Complete transition of all tasks and responsibilities to new contractor by March 2004 without impact to users.	Mar-04			X	X	X	X
18	X		Re-compete contract for Financial Partners Data Mart maintenance/operations and transition to new contractor.	Financial Partners	Bateman/ Allen	Continue to provide maintenance and operational functions for the Financial Partners Data Mart application and reduce operations costs. Transition operational functions to a long-term contractor. Fulfill small business contractor requirement for the Department.	Announce new contract and acceptance by selected vendor. Reduce operations costs. Complete transition of all tasks and responsibilities to new contractor by January 2004 without impact to users.	Jan-04			X	X		
19	X		Perform maintenance and operations activities for the Financial Partners Data Mart.	Financial Partners	Bateman/ Allen	Offer the capability to assess program risk areas through the use of multiple risk scorecards as well as current data accessibility. Ensure uninterrupted service to internal and external Data Mart users.	Submission of quarterly data mart improvement reports. Submission of report based on quarterly evaluation of review process. Submit a monthly summary report that tracks when data was loaded to the Data Mart. This report should include the date and time, the source, and the method used for verification and validation, and the date validated.	Sep-04	X	X		X	X	X
20	X		Perform Financial Partners Portal operations activities.	Financial Partners	Bateman/ Allen	Provide relevant and current information about FSA and the Financial Partners business unit to the Financial Partners user community.	Monitor and provide monthly summary reports of information posted and the related number of hits received in order to determine useful life of information. Submit a quarterly report summarizing portal feedback from user community.	Sep-04	X			X	X	X

FSA FY 2004 Performance Plan -- Operations

PROJECT NUMBER	HIGH RISK PLAN	SYSTEM INTEGRATION PLAN	ACTION ITEMS	RESP AREA	RESP PERS	BUSINESS NEED	SUCCESS MEASURES	TARGET COMPLETION DATE	Objectives						
									1- FSA Systems Integration and Technology Solution Initiatives	2 - Improve Program Integrity	3 - Reduce Cost	4 - Improve Human Capital Management	5 - Improve Products and Services	6 - Deliver Student Aid Effectively and Accurately	
TIER 1 - ANNUAL ACTIVITIES (Keep the Trains Running)															
21			Perform Leveraging Educational Assistance Partnership/ Special Leveraging Educational Assistance Partnership (LEAP/SLEAP) activities.	Financial Partners	Bateman/ Sutphin	Augment state financial aid programs through statutory mandated federal programs.	Provide the following accurately and timely: Prepare FY 2004 Performance Reports. Submit clearance paperwork. Approve applications from states. Mail grant award notifications to states.	Sep-04		X		X		X	
22	X		Perform Voluntary Flexible Agreement (VFA) activities.	Financial Partners	Bateman/ Sutphin	Administer statutory mandated program to enhance default aversion activities of guaranty agencies. Develop recommendations related to automation of VFA program.	Provide Cost Neutrality Analysis report of results. Submit Performance Measure Assessment and Benchmarking reports at identified frequencies. Establish benchmarks for evaluating VFA applications and provide annual report. Develop effective working relationships with guaranty agencies. Complete all FY 2004 scheduled VFA/GA reviews and provide reports on findings.	Sep-04		X	X			X	
23	X		Perform maintenance and improvements to the Financial Partners' Electronic Records Management (ERM) system in order to enhance use.	Financial Partners	Bateman/ Turner	Consolidate, archive, and manage Financial Partners' paper records into an electronic softcopy format or online.	Submit a report that identifies findings from business unit meetings, and potential FSA integration opportunities. Prepare a work plan that identifies how these improvements will be implemented. The work plan should include a project schedule identifying which improvements could be implemented in FY 2004/05.	May-04			X	X	X		
24			Promote effective and efficient communications internally and externally.	Financial Partners	Bateman/ Bennett	Produce clear, consistent, and current communications to foster good relations with internal and external partners.	Provide quarterly evaluations throughout FY 2004.	Sep-04				X		X	

FSA FY 2004 Performance Plan -- Operations

PROJECT NUMBER	HIGH RISK PLAN	SYSTEM INTEGRATION PLAN	ACTION ITEMS	RESP AREA	RESP PERS	BUSINESS NEED	SUCCESS MEASURES	TARGET COMPLETION DATE	Objectives						
									1- FSA Systems Integration and Technology Solution Initiatives	2 - Improve Program Integrity	3 - Reduce Cost	4 - Improve Human Capital Management	5 - Improve Products and Services	6 - Deliver Student Aid Effectively and Accurately	
TIER 1 - ANNUAL ACTIVITIES (Keep the Trains Running)															
25	X		Enhance program monitoring and oversight.	Financial Partners	Bateman	Continue to provide assistance and guidance in maintaining a clean audit. Conduct comprehensive program reviews of guaranty agencies and lenders/servicers in an effort to provide proper oversight and monitoring of Financial Partners, and provide the necessary guidance and feedback to raise effectiveness and efficiencies. Review third party audits to identify work enhancements for subsequent oversight. Raise effectiveness and efficiencies of regional and national review process through the use of the Financial Partners Data Mart GA and Lender scorecards. Improve quality of lender reviews with added benefit of reducing redundancy.	Ensure that Financial Partners' areas are addressed and resolved timely and accurately to support FSA's clean audit for FY 2004. Prepare and submit a quarterly summary report capturing the results of each review, identifying the individual issues, the immediate corrective action, and the future monitoring and oversight needs. Complete all FY 2004 scheduled reviews accurately and timely. Based upon report findings/observations and staff information, sharing adjust future focus of reviews accordingly. Prepare and submit a quarterly summary report capturing the third party audit findings, any immediate corrective action to be taken, and the future monitoring and oversight needs. Complete all FY 2004 audit reviews accurately and timely. Prepare and provide quarterly benchmark reports that show how the Data Mart contributed to the reduction of risk and improvement in overall review process for FY 2004. Financial Partners' role in Common Review Initiative is defined and implemented by July 2004.	Sep-04		X	X	X	X	X	
26	X		Sustain clean audit opinion and address material weaknesses and reportable conditions identified in annual financial statement audits.	CFO	Bateman/Harris	Meet government-wide accounting and financial management requirements issued by Federal Accounting Standards Advisory Board (FASAB), OMB and Treasury.	Clean audit opinion and no reportable conditions on annual financial statement audits.	Nov-04		X			X	X	
27	X		Award contract to perform independent system internal control reviews to enhance financial management.	CFO	Bateman/Hurt	Ensure internal controls are in place to minimize fraud, waste and abuse.	Award contract by September 30, 2004.	Sep-04		X			X	X	

FSA FY 2004 Performance Plan -- Operations

PROJECT NUMBER	HIGH RISK PLAN	SYSTEM INTEGRATION PLAN	ACTION ITEMS	RESP AREA	RESP PERS	BUSINESS NEED	SUCCESS MEASURES	TARGET COMPLETION DATE	Objectives					
									1- FSA Systems Integration and Technology Solution Initiatives	2 - Improve Program Integrity	3 - Reduce Cost	4 - Improve Human Capital Management	5 - Improve Products and Services	6 - Deliver Student Aid Effectively and Accurately
TIER 1 - ANNUAL ACTIVITIES (Keep the Trains Running)														
28	X		Finalize FY 2002 and FY 2003 cost accounting model and develop baseline FY 2002 unit costs.	CFO	Bateman/Hurt	FASAB #4, OMB Bulletin 01-09, President's Management Agenda, PBO legislation and GAO.	Agreement by FSA's Management Council on baseline unit costs.	Sep-04		X			X	X
29	X		Sustain and improve timely reconciliations and implement other procedures needed to comply with FY 2004 accelerated reporting requirements.	CFO	Bateman/Heath	Comply with OMB requirements for monthly/quarterly and annual financial reports to bring FSA into compliance with commercial best practices.	Reconcile FSA accounts to Department's General Ledger within 30 days after month-end close. This is also a department performance measure. [Measure reported in Dashboard monthly; project plan status to achieve goal reported through the annual planning process.]	Sep-04		X			X	X
30	X		Manage FMS operations.	CFO	Bateman/Hurt	The FSA Financial Management System (FMS) allows the FSA CFO to account for all FSA program transactions (e.g. FFEL, GA, Pell, Direct Loan, etc.), perform funds checking, and perform financial reporting. FMS, consisting of Oracle U.S. Federal Financials, is the single point of financial information, integrating transactions both from the FSA feeder systems as well as from the ED CFO GAPS system. Accordingly, FMS provides consolidated data to support key management analysis and is the only place within the Department of Education to obtain a comprehensive financial picture of a school across all FSA programs.	The new FMS Operations contract has a number of performance measures, including, but not limited to: average transaction processing times (by feeder system), % of payments that are electronic, number of calendar days/hours required to complete monthly closing procedures, average time to log all system change requests, % of change requests requiring rework, and % of help desk calls closed in one day. This information will be available on a monthly basis.	Sep-04		X			X	X

FSA FY 2004 Performance Plan -- Operations

PROJECT NUMBER	HIGH RISK PLAN	SYSTEM INTEGRATION PLAN	ACTION ITEMS	RESP AREA	RESP PERS	BUSINESS NEED	SUCCESS MEASURES	TARGET COMPLETION DATE	Objectives						
									1- FSA Systems Integration and Technology Solution Initiatives	2 - Improve Program Integrity	3 - Reduce Cost	4 - Improve Human Capital Management	5 - Improve Products and Services	6 - Deliver Student Aid Effectively and Accurately	
TIER 1 - ANNUAL ACTIVITIES (Keep the Trains Running)															
31			Develop and deploy Enterprise Performance Test Architecture.	CIO	Schubert/Reddy	The Performance Test Architecture (PTA) provides a comprehensive load and stress test environment that will be used to certify new applications or major enhancement to existing applications to be fit for deployment in the FSA Virtual Data Center (VDC).	Establish performance test process architecture. Establish performance test technology architecture. Perform performance testing of ITA & FAFSA applications.	Sep-04	X	X	X	X	X		
32	X		Provide Enterprise and Data Architecture management.	CIO	Schubert/Reddy	This initiative is to continue development of, and maintain the Enterprise Architecture (EA) that was developed in FY 2003. This effort will integrate FSA's enterprise and data architectures with the OMB 300 reporting and capital planning and investment processes.	EA and Data Architecture (DA) contribute to reduce FSA's GAO high-risk status, meet OMB's 300 requirement for funding, and help provide insight into its business process, data, application and technology. This insight can then be used to make better investment and reengineering decisions for improving FSA's efficiency.	Sep-04	X	X	X				

FSA FY 2004 Performance Plan -- Operations

PROJECT NUMBER	HIGH RISK PLAN	SYSTEM INTEGRATION PLAN	ACTION ITEMS	RESP AREA	RESP PERS	BUSINESS NEED	SUCCESS MEASURES	TARGET COMPLETION DATE	Objectives					
									1- FSA Systems Integration and Technology Solution Initiatives	2 - Improve Program Integrity	3 - Reduce Cost	4 - Improve Human Capital Management	5 - Improve Products and Services	6 - Deliver Student Aid Effectively and Accurately
TIER 1 - ANNUAL ACTIVITIES (Keep the Trains Running)														
33	X		Provide security and privacy support to FSA business units.	CIO	Schubert/Reddy	The purpose of this task is to provide support for the FSA security program to comply with Federal and departmental requirements while providing guidance and assistance to FSA Business Units. The Security & Privacy (S&P) initiative provides a centralized point of contact and response for security and privacy issues at FSA. Rather than requiring additional independent security support within each FSA business unit (which would likely result in inconsistent interpretations of Federal and departmental guidance and requirements) the S&P team consolidates the function, allowing a more efficient process, consistent FSA security approaches, and a better allocation of resources.	Systems will complete certification and accreditation on time. One System Security Officer (SSO) training class completed quarterly. Document current state of FSA Security and create an implementation strategy for future initiatives. Support FSA business units complete FISMA requirements to include quarterly plans of action and milestones that are reported to OMB and annual self assessments. Create, update, and refine FSA Security and Privacy policies and procedures to reflect changes in Federal and Departmental requirements.	Sep-04	X	X			X	

FSA FY 2004 Performance Plan -- Operations

PROJECT NUMBER	HIGH RISK PLAN	SYSTEM INTEGRATION PLAN	ACTION ITEMS	RESP AREA	RESP PERS	BUSINESS NEED	SUCCESS MEASURES	TARGET COMPLETION DATE	Objectives						
									1- FSA Systems Integration and Technology Solution Initiatives	2 - Improve Program Integrity	3 - Reduce Cost	4 - Improve Human Capital Management	5 - Improve Products and Services	6 - Deliver Student Aid Effectively and Accurately	
TIER 1 - ANNUAL ACTIVITIES (Keep the Trains Running)															
34	X		Provide Integrated Technical Architecture (ITA) and Enterprise Application Integration (EAI) maintenance and production support.	CIO	Schubert/Reddy	The overall objective of this task is to keep the production environment running without interruption, and maintain existing ITA and EAI architectures within the FSA and keep these architectures evergreen/current by: Providing ITA and EAI technical architecture support services; performing product evergreening, upgrading, and enhancing; and providing Subject Matter Expert (SME) support for product use and troubleshooting.	Provide ITA and EAI production support services. Promote enterprise technical standards and a reusable infrastructure for integrating disparate systems within FSA. Provide technical support and product specialist/SME services to application development teams. Assist the deployment of applications by application development teams using ITA and EAI. Assist in the resolution of issues for application development teams. Assist application development teams with product specialty support.	Sep-04	X						
35	X		Support the FSA IT assets at the VDC with lines of service including, full and incremental backups, annual disaster recovery tests, disaster recovery location and services, quarterly capacity planning, annual penetration testing, test environment support, security, compliance to all appropriate FSA, ED, & Federal policies, regulations, statutes.	CIO	Schubert/Fillinich	Provides the infrastructure for the majority of FSA application systems by June 30, 2004.	Completion of technology refresh by June 30, 2004. Reduce cost by September 30, 2004. Implementation of Enterprise Information Technology Service (EITS) Report Portal by October 31, 2004. Conduct and present business owner surveys (Establish baseline by 11/30/2003 and final data by 8/31/2004) Maintain VDC and Certification and Acceptance (C&A) by September 30, 2004.	Sep-04	X		X		X		

FSA FY 2004 Performance Plan -- Operations

PROJECT NUMBER	HIGH RISK PLAN	SYSTEM INTEGRATION PLAN	ACTION ITEMS	RESP AREA	RESP PERS	BUSINESS NEED	SUCCESS MEASURES	TARGET COMPLETION DATE	Objectives						
									1- FSA Systems Integration and Technology Solution Initiatives	2 - Improve Program Integrity	3 - Reduce Cost	4 - Improve Human Capital Management	5 - Improve Products and Services	6 - Deliver Student Aid Effectively and Accurately	
TIER 1 - ANNUAL ACTIVITIES (Keep the Trains Running)															
36	X		Continue Enterprise Quality Assurance Program to support the FSA CIO in conducting systems assessments and evaluations consistent with best practices for Solution Life Cycle (SLC) and Capital Planning and Investment Control (CPIC) processes.	CIO	Schubert/ Coleman	FSA requires an independent, enterprise-wide approach for ensuring the quality of its products and services throughout the IT investment planning and control process. This initiative will ensure FSA maintains a Quality Assurance (QA) program for FSA system development efforts that supports Independent Verification and Validation (IV&V), Security Assessments, Production Readiness Review, and Post-Implementation Reviews (PIR). Continued implementation of this program thru 9/30/04 will help FSA reduce risk on IT investments, comply with Clinger-Cohen mandates, and provide quality products and services to our customers.	Provide IV&V support to four core FSA development efforts: (EAI/ITA enhancements for FY04, CSB development, FMS enhancements and security, and ERM Operations support). Flexibility for additional projects based on management and funding availability. Continue implementation of PIR process and procedures as required by Clinger-Cohen and ED Strategic Goal #6.	Sep-04	X	X			X		

FSA FY 2004 Performance Plan -- Operations

PROJECT NUMBER	HIGH RISK PLAN	SYSTEM INTEGRATION PLAN	ACTION ITEMS	RESP AREA	RESP PERS	BUSINESS NEED	SUCCESS MEASURES	TARGET COMPLETION DATE	Objectives					
									1- FSA Systems Integration and Technology Solution Initiatives	2 - Improve Program Integrity	3 - Reduce Cost	4 - Improve Human Capital Management	5 - Improve Products and Services	6 - Deliver Student Aid Effectively and Accurately
TIER 1 - ANNUAL ACTIVITIES (Keep the Trains Running)														
37			Support ED, customers and business partners by participating in the President's Management Agenda E-Government initiatives.	CIO	Schubert/ Feely/ Coleman	Participation in the cross-agency E-Gov initiatives -- GovBenefits, eVital, eLoans, and E-Authentication -- directly supports ED strategic goals and objectives, particularly ED Strategic Plan Goal 6.3: Manage information technology resources using E-Gov to improve services for our customers and partners. Other benefits include improving the delivery of loan services to citizens and enhancing interactions with private sector business partners. Also, ED is meeting its responsibility for implementing the President's Management Agenda and working toward a "green light" on its PMA E-Gov Scorecard.	Provide overall project management for the eLoans initiative. Participate in E-Authentication government-wide team. Support continued operations and usability of "students.gov" -- interagency web gateway. Participate in GovBenefits government-wide team. Participate in eVital government-wide team.	Sep-04	X	X			X	
38			Provide high quality information, research and informal problem resolution services to student loan borrowers and other participants in student aid programs.	Ombud	Wiley	Statutory mandate is to attempt informal resolution of student loan borrower complaints, provide public outreach and evaluate activities and effectiveness.	Weekly surveys of customer satisfaction with research and general assistances cases score 1.9 or LESS on a scale of 1-5, with 1 being HIGHEST. Upgrade Ombudsman Case Tracking System by September 30, 2004. Disseminate information about ombudsman availability, functions, and level of activity on no less than a quarterly basis.	Sep-04		X			X	
39			Conduct reauthorization activities.	Policy Liaison	Baker	The PBO has a statutory responsibility to recommend legislative and other policy changes to the Secretary.	Submission of reauthorization recommendations to the Secretary's designee (Assistant Secretary Stroup).	Sep-04		X	X		X	
40			Policy Liaison Placeholder	Policy Liaison				Sep-04						

FSA FY 2004 Performance Plan -- Operations

PROJECT NUMBER	HIGH RISK PLAN	SYSTEM INTEGRATION PLAN	ACTION ITEMS	RESP AREA	RESP PERS	BUSINESS NEED	SUCCESS MEASURES	TARGET COMPLETION DATE	Objectives						
									1- FSA Systems Integration and Technology Solution Initiatives	2 - Improve Program Integrity	3 - Reduce Cost	4 - Improve Human Capital Management	5 - Improve Products and Services	6 - Deliver Student Aid Effectively and Accurately	
TIER 1 - ANNUAL ACTIVITIES (Keep the Trains Running)															
41			Plan and manage FSA conferences.	Comm	O'Brien/Thares	Update and train schools and financial partners.	Achieve current customer satisfaction rating and increase review of FSA sessions to 30%.	Mar-04	X	X			X	X	
42			Manage, develop and update content for FSA Net.	Comm	O'Brien/Greene	Efficiently store and disseminate information for FSA staff.	Achieve 250,000 hits and 7,500 visits per month on FSA Net.	Sep-04			X	X		X	
43			Manage controlled correspondence functions including FOIA, privacy and controlled mail.	Comm	O'Brien/Boggs/Cook/Sweet	Satisfy regulatory requirements that we provide and track information throughout the organization.	Timeliness and accuracy of responses.	Sep-04		X				X	
44			Develop and implement internal and external communications strategy.	Comm	O'Brien/Aiello/Greene	Efficiently and effectively position FSA with internal and external stakeholders.	Ensure timely and accurate dissemination of information to FSA stakeholders.	Sep-04	X	X	X	X	X	X	
45	X	X	Mature Enterprise-wide Procurement Plan.	Perf Mgmt	Fare/Bradfield	A specific purpose of the PBO legislation was to integrate information systems supporting FSA programs. Without a comprehensive plan on how to get from where we are today to the targeted End State Vision desired, this purpose cannot be achieved. Without a strategic plan for acquisition management any scheme to achieve the desired target End State Vision will fail.	A comprehensive procurement plan synced with the End State Vision. Plan will abide by the requirements of 48 CFR 7, incorporating lessons learned through market research and be flexible in nature so that impact of budget, award sequencing, contract expirations, peak business processes cycles are thoroughly considered and addressed.	Sep-04	X	X	X	X	X	X	
46	X		Develop acquisition workforce.	Perf Mgmt	Fare/Bradfield		Provide standardized training to all acquisition workforce members.	Sep-04		X		X			
47	X		Implement enterprise contract performance monitoring measures against new systems contract awards.	Perf Mgmt	Fare/Bradfield	Good internal controls require monitoring vendor performance and disseminating the best monitoring methods throughout FSA.	The establishment of an enterprise process devoted to capturing best practices in monitoring and measuring vendor performance from all program offices and disseminating this information across the organization.	Sep-04		X			X		

FSA FY 2004 Performance Plan -- Operations

PROJECT NUMBER	HIGH RISK PLAN	SYSTEM INTEGRATION PLAN	ACTION ITEMS	RESP AREA	RESP PERS	BUSINESS NEED	SUCCESS MEASURES	TARGET COMPLETION DATE	Objectives						
									1- FSA Systems Integration and Technology Solution Initiatives	2 - Improve Program Integrity	3 - Reduce Cost	4 - Improve Human Capital Management	5 - Improve Products and Services	6 - Deliver Student Aid Effectively and Accurately	
TIER 1 - ANNUAL ACTIVITIES (Keep the Trains Running)															
48	X		Continuously update and monitor procurement internal controls.	Perf Mgmt	Fare/Bradfield	Internal controls must be continuously updated and monitored to be efficient.	Elimination of ratification actions. Reduction in the number of Sole Source contract awards. Reduction in the number of Sole Source contract extensions. Increase in the net number of contract dollars awarded competitively. <i>Generally, summary information for the above mentioned items are reported quarterly with reports available in Feb, Jun, Aug and Nov. However, as notable accomplishments are achieved they will be reported on a more frequent basis. (Add FY 2003 baselines when data are available in January 2004).</i>	Sep-04		X					
49			Increase contract dollars awarded to small businesses.	Perf Mgmt	Fare/Bradfield	President's Management Agenda and congressional mandate require FSA to increase procurement dollars provided to small businesses.	Net sum of dollars awarded through prime or subcontracts increases over previous year. Generally, summary information for the above mentioned items are reported quarterly with reports available in Feb, Jun, Aug and Nov. However, as notable accomplishments are achieved they will be reported on a more frequent basis. (Add FY 2003 baseline when data are available in January 2004).	Sep-04			X		X		
50	X		Continue to implement integrated project management oversight for FSA's system integration activities.	Perf Mgmt	Fare/Bairdain	An integrated and common way of managing projects and systems will enable FSA to efficiently control costs and business practices/processes.	Integrate all project activity within FSA capturing best practices in project management and link it to strategic objectives.	Sep-04	X	X	X	X	X	X	
51	X		Evaluate and implement selected project management standards based on the system development methodology (Solution Life Cycle).	Perf Mgmt	Fare/Bairdain	An integrated and common way of managing system development will enable FSA to efficiently control costs and business practices/processes.	Standardize all development activity within FSA capturing best practices and link it to strategic objectives.	Sep-04	X	X	X	X	X	X	

FSA FY 2004 Performance Plan -- Operations

PROJECT NUMBER	HIGH RISK PLAN	SYSTEM INTEGRATION PLAN	ACTION ITEMS	RESP AREA	RESP PERS	BUSINESS NEED	SUCCESS MEASURES	TARGET COMPLETION DATE	Objectives					
									1- FSA Systems Integration and Technology Solution Initiatives	2 - Improve Program Integrity	3 - Reduce Cost	4 - Improve Human Capital Management	5 - Improve Products and Services	6 - Deliver Student Aid Effectively and Accurately
TIER 1 - ANNUAL ACTIVITIES (Keep the Trains Running)														
52			Restructure integration leadership support to transition the majority of responsibility to FSA staff.	App & Del Serv	Jacks/ Crowley	Reduce the dependency on outside vendors and begin to develop internal positions to serve in full-time integration capacity.	Identify the positions and begin transition plans.	Sep-04	X		X	X		
53	X		Prepare and continually monitor and report on the accomplishments of the High Risk Plan.	Perf Mgmt	Fare/ Paulsen	The SFA programs have been designated as high-risk since 1990 when GAO identified programs that were "high-risk" due to vulnerabilities to fraud, waste, abuse and mismanagement. GAO has identified three issue areas FSA should target for improvement: 1) financial management; 2) systems integration; and 3) ensuring a balanced management approach. GAO will evaluate FSA performance during FY 2004 and will make a determination that will be reported on in January 2005.	FSA will get a clean opinion on its FY 2003 financial statements and have a structure in place to sustain that opinion in future years including FY 2004; FSA addresses OIG and GAO internal audit recommendations meeting the 95% standard; FSA meets its program integration and program integrity goals in its FY 2004 FSA Performance Plan. Prepare final FY 2004 Plan by December 31, 2003. Prepare detail status reports for management council on a quarterly basis.	Sep-04	X	X	X	X	X	X
54	X		Deliver workforce development and support programs.	Wrkfree Spt Serv	Thomas		Accomplish the milestone measures linked to this project.	Sep-04		X		X		
55			Perform facilities management activities.	Wrkfree Spt Serv	Thomas/ Hunter	Ensure FSA employees have resources required to perform their jobs and achieve results.	Accomplish the milestone measures linked to this project.	Sep-04			X	X	X	X

Grey font indicates action item has been cancelled.

FSA FY 2004 Performance Plan -- Discretionary

PROJECT NUMBER	HIGH RISK PLAN	SYSTEM INTEGRATION PLAN	ACTION ITEMS	RESP AREA	RESP PERS	BUSINESS NEED	SUCCESS MEASURES	TARGET COMPLETION DATE	Objectives					
									1 - FSA Systems Integration and Technology Solution Initiatives	2 - Improve Program Integrity	3 - Reduce Cost	4 - Improve Human Capital Management	5 - Improve Products and Services	6 - Deliver Student Aid Effectively and Accurately
TIER 2 - DEVELOPMENT AND INTEGRATION ACTIVITIES (Discretionary)														
56	X		Review Credit Reform estimates.	CFO	Bateman/Harris	As part of implementing the requirements of the Credit Reform Act, agencies are required to estimate the net cost of extending credit over the life of a direct loan or guaranteed loan based on the present value of estimated net cash flows, excluding certain administrative costs. During the auditors' testing of the Department's implementation, they noted that the management controls surrounding the calculation and reporting of the loan activity and subsidy estimates could be improved.	Development of business processes for FY 2004 reporting cycle.	Sep-04		X			X	X
57	X		Develop trial balance capability for COD and CSB (operating partners) to facilitate and expedite the reconciliation process.	CFO	Bateman/Heath	Currently the FMS A/P, A/R and general ledger receives a high volume of transactional data from the operating partners on a daily basis. The lack of sufficient internal controls related to operating objectives is causing tremendous data storage, erroneous transaction submission and system performance issues, which is hindering Accounting Division operations and the reconciliation process.	Development of a functional trial balance for COD and final requirements for CSB.	Sep-04		X			X	X

FSA FY 2004 Performance Plan -- Discretionary

PROJECT NUMBER	HIGH RISK PLAN	SYSTEM INTEGRATION PLAN	ACTION ITEMS	RESP AREA	RESP PERS	BUSINESS NEED	SUCCESS MEASURES	TARGET COMPLETION DATE	Objectives					
									1 - FSA Systems Integration and Technology Solution Initiatives	2 - Improve Program Integrity	3 - Reduce Cost	4 - Improve Human Capital Management	5 - Improve Products and Services	6 - Deliver Student Aid Effectively and Accurately
TIER 2 - DEVELOPMENT AND INTEGRATION ACTIVITIES (Discretionary)														
58	X	X	Support the implementation of Oracle Federal Financials Release 11i.	CFO	Bateman/Hurt	The Department is planning a migration from Oracle Federal Financials Release 11.0.3 to Release 11i. This initiative is to keep FSA in-synch with the Department. A consolidated migration to 11i is required to take advantage of numerous processing enhancements and to maintain Oracle support (e.g., training, user support).	Upgrade strategy and support for Oracle 11i implementation. This includes completing process assessments activities, like a review of all business process data flows through the FMS; involvement with procuring and selecting the systems integrator, project management contractor and the IV&V contractor; and, developing consensus requirements to begin implementation planning for the next phase of the project.	Sep-04		X			X	X
59	X		Implement automated budget funding entry solution.	CFO	Bateman/Lintz	FSA intends to modify the current process to enter budget-funding transactions into FMSS and automatically interface them to FSA FMS. This eliminates the potential for human error and resolves CAPs 1.2.1 and 1.4.1 from OIG audit of FMS.	Differences reconciled between FMS and FMSS.	Sep-04		X			X	X

FSA FY 2004 Performance Plan -- Discretionary

PROJECT NUMBER	HIGH RISK PLAN	SYSTEM INTEGRATION PLAN	ACTION ITEMS	RESP AREA	RESP PERS	BUSINESS NEED	SUCCESS MEASURES	TARGET COMPLETION DATE	Objectives					
									1- FSA Systems Integration and Technology Solution Initiatives	2 - Improve Program Integrity	3 - Reduce Cost	4 - Improve Human Capital Management	5 - Improve Products and Services	6 - Deliver Student Aid Effectively and Accurately
TIER 2 - DEVELOPMENT AND INTEGRATION ACTIVITIES (Discretionary)														
60	X		Implement Forms 2000 additional enhancements.	CFO	Bateman/Heath	This initiative is needed to maintain the Department's clean financial statement audit opinion and to help remove FSA from the GAO high risk list. This enhancement will facilitate system and account reconciliation, take advantage of FSA-standard technologies (e.g., Student Aid Internet Gateway (SAIG), EAI Bus) and increase customer satisfaction.	Improve integration from Forms 2000 to FMS.	Apr-04		X			X	X

FSA FY 2004 Performance Plan -- Discretionary

PROJECT NUMBER	HIGH RISK PLAN	SYSTEM INTEGRATION PLAN	ACTION ITEMS	RESP AREA	RESP PERS	BUSINESS NEED	SUCCESS MEASURES	TARGET COMPLETION DATE	Objectives					
									1- FSA Systems Integration and Technology Solution Initiatives	2 - Improve Program Integrity	3 - Reduce Cost	4 - Improve Human Capital Management	5 - Improve Products and Services	6 - Deliver Student Aid Effectively and Accurately
TIER 2 - DEVELOPMENT AND INTEGRATION ACTIVITIES (Discretionary)														
61	X	X	Implement Enterprise Data Strategy initiatives.	CIO	Schubert/Jacks	We need a systematic and integrated way of looking at the entirety of our data in order to be able to make informed decisions and improve program integrity within FSA. FSA can improve program compliance, program monitoring, and program integrity with a consistent and integrated business intelligence structure.	Current mapping and redundancies, requirements for common identifiers, data mart strategy, technical standards and management guidelines, target state quality assurance and XML technical architecture framework delivered by November 17, 2003. Complete detailed analysis of the FFEL and enrollment data flows and the impact of other functions by April 30, 2004. Recommendations on business functions unique to the FFEL and enrollment business processes by April 30, 2004. Complete market research by June 30, 2004. Adjust and validate vision based on the results of the market research. FSA and the community agree on the set of core data elements that will be covered in the Data Quality Management program by September 30, 2004. Complete an operations and maintenance plan for managing the XML Repository, on-going support, and schema governance by September 30, 2004.	Sep-04	X					
62	X	X	Begin the implementation of Common Services for Borrowers (CSB).	Borrower Services	Szabo	Improve services to borrowers in repayment and default. Improve oversight and management of the student loan repayment and recovery systems.	Contract was awarded November 20, 2003. Phase one of the FSA approved transition plan begins.	Sep-04	X		X		X	

FSA FY 2004 Performance Plan -- Discretionary

PROJECT NUMBER	HIGH RISK PLAN	SYSTEM INTEGRATION PLAN	ACTION ITEMS	RESP AREA	RESP PERS	BUSINESS NEED	SUCCESS MEASURES	TARGET COMPLETION DATE	Objectives					
									1- FSA Systems Integration and Technology Solution Initiatives	2 - Improve Program Integrity	3 - Reduce Cost	4 - Improve Human Capital Management	5 - Improve Products and Services	6 - Deliver Student Aid Effectively and Accurately
TIER 2 - DEVELOPMENT AND INTEGRATION ACTIVITIES (Discretionary)														
63	X	X	Improve school partner oversight.	App & Del Serv	Jacks	Oversight data are located in multiple, non-integrated systems. The effectiveness and efficiency of the oversight task could be greatly enhanced through re-engineering and through improved workflow tracking.	Enable the improvement of decision-making processes within FSA's School Eligibility Channel (SEC) via the development of Integrated Partner Management Solution (IPMS).	Aug-04	X	X			X	

FSA FY 2004 Performance Plan -- Discretionary

PROJECT NUMBER	HIGH RISK PLAN	SYSTEM INTEGRATION PLAN	ACTION ITEMS	RESP AREA	RESP PERS	BUSINESS NEED	SUCCESS MEASURES	TARGET COMPLETION DATE	Objectives					
									1- FSA Systems Integration and Technology Solution Initiatives	2 - Improve Program Integrity	3 - Reduce Cost	4 - Improve Human Capital Management	5 - Improve Products and Services	6 - Deliver Student Aid Effectively and Accurately
TIER 2 - DEVELOPMENT AND INTEGRATION ACTIVITIES (Discretionary)														
64	X		Improve the accuracy of applicant data.	App & Del Serv	Jacks	These initiatives are needed to help the Department continue to improve the accuracy of the data applicants provide on their Free Application for Federal Student Aid (FAFSA) and reduce the amount of Federal Pell Grant dollars that are erroneously paid to students. FAFSA information is the basis of the Expected Family Contribution calculation, which is used by schools and others to determine students' eligibility for federal student aid. This initiative supports an enterprise-wide effort to improve the accuracy of applicant data by reducing the instances of incorrect data being provided on the FAFSA and entering the Central Processing System (CPS), by refining mechanisms for detecting potential significant errors once they have entered the system, and by providing tools to the financial aid community to help them better detect when errors have been made by applicants.	Improve applicant-reported data editing processes and potential error detection by: restructuring the CPS to become a Multi-Year Applicant Database (MYAD) to consolidate active applicant records; designing and implementing an Institutional Student Information Record (ISIR) Data Mart; and, conducting IRS research and analysis to further improve verification of information students and their parents report on the Free Application for Federal Student Aid (FAFSA).	Jan-04		X			X	

FSA FY 2004 Performance Plan -- Discretionary

PROJECT NUMBER	HIGH RISK PLAN	SYSTEM INTEGRATION PLAN	ACTION ITEMS	RESP AREA	RESP PERS	BUSINESS NEED	SUCCESS MEASURES	TARGET COMPLETION DATE	Objectives					
									1- FSA Systems Integration and Technology Solution Initiatives	2 - Improve Program Integrity	3 - Reduce Cost	4 - Improve Human Capital Management	5 - Improve Products and Services	6 - Deliver Student Aid Effectively and Accurately
TIER 2 - DEVELOPMENT AND INTEGRATION ACTIVITIES (Discretionary)														
65	X	X	Create a target state vision of an Integrated Front End Business Integration (FEBI).	App & Del Serv	Jacks	Design a student-centric service delivery approach to aid application, aid origination and disbursement. Determine an enterprise approach to the delivery of key ancillary functions (e.g. imaging, call centers, help desk).	Create a target vision for an enterprise, integrated front-end service delivery system.	Feb-04	X	X				
66	X	X	Re-engineer NSLDS (Pending Data Strategy Outcome).	Financial Partners	Bateman/Fontana		Measures will be added once complete scope of FY 2004 activities are known.	TBD	X	X	X	X	X	

FSA FY 2004 Performance Plan -- Discretionary

PROJECT NUMBER	HIGH RISK PLAN	SYSTEM INTEGRATION PLAN	ACTION ITEMS	RESP AREA	RESP PERS	BUSINESS NEED	SUCCESS MEASURES	TARGET COMPLETION DATE	Objectives					
									1- FSA Systems Integration and Technology Solution Initiatives	2 - Improve Program Integrity	3 - Reduce Cost	4 - Improve Human Capital Management	5 - Improve Products and Services	6 - Deliver Student Aid Effectively and Accurately
TIER 2 - DEVELOPMENT AND INTEGRATION ACTIVITIES (Discretionary)														
67	X		Prepare to implement IRS data match.	App & Del Serv	Jacks	The Department needs to identify the obstacles and challenges created by a possible income verification match in order to mitigate the impact it will have on the federal student aid delivery system. Early and thorough analysis will allow ED to assess issues related to the match prior to passage of legislation, and will put ED in a good position to implement the match as quickly as possible. In addition+N47 ED needs to estimate the costs associated with each possible match approach so that Congress can appropriate funds to implement the match. Finally, ED needs to work closely with the financial aid community to ensure that the match process will work as smoothly as possible for students and schools, and that administrative burdens for resolving match problems are minimized.	In anticipation of passage of legislation permitting ED to conduct an Income Verification Match with the IRS, ED will evaluate up to five possible high-level approaches to implementing such a match. Given the restrictions in current draft legislation, the evaluation will include a summary of issues, benefits and limitations, and cost estimates for each approach. ED will also examine how data can be shared between agencies, including ED's contractor, and what effect the match will have on FSA's internal systems. ED will also analyze how to implement the match as a pilot initially, and develop high-level requirements for pilot implementation. In addition, ED will conduct a series of focus groups with schools and applicants to determine how each approach can be implemented effectively, and with as little disruption as possible to the delivery system.	TBD		X			X	

FSA FY 2004 Performance Plan -- Discretionary

PROJECT NUMBER	HIGH RISK PLAN	SYSTEM INTEGRATION PLAN	ACTION ITEMS	RESP AREA	RESP PERS	BUSINESS NEED	SUCCESS MEASURES	TARGET COMPLETION DATE	Objectives					
									1- FSA Systems Integration and Technology Solution Initiatives	2 - Improve Program Integrity	3 - Reduce Cost	4 - Improve Human Capital Management	5 - Improve Products and Services	6 - Deliver Student Aid Effectively and Accurately
TIER 2 - DEVELOPMENT AND INTEGRATION ACTIVITIES (Discretionary)														
68	X		Continue Learning Coupon program.	Wrkfrce Spt Serv	Thomas/Babson	Training opportunities available from ED address only general topics. Neither FSA offices nor the Department has historically had funds available to meet specific or technical training needs of employees. The Learning Coupon program is an individual learning account which addresses this need.	By the end of the fiscal year, at least 90% of account funds are expended and expenditures do not exceed \$225,000. Progress will be tracked through monthly reports. By the end of the fiscal year, 45% of FSA employees use a learning coupon. Progress will be tracked through monthly reports. Semiannual surveys will show that 90% respondents who have used a learning coupon report being satisfied with the program. No instances of coupons being used for unauthorized purposes or of employee \$500 account limit being exceeded.	Sep-04				X		
69	X		Provide Career Zone services.	Wrkfrce Spt Serv	Thomas/Rumber	In order to meet its changing workforce skill needs, FSA must continually invest in workforce training and development. This need will be particularly acute over the next few years as a third of FSA's workforce becomes eligible for retirement and ED continues with the One-ED strategic investment initiative. The Career Zone is FSA's primary vehicle for addressing employees' technical skill and career development needs.	80% of customers are very satisfied with Career Zone class or offering (quarterly analysis). Number of staff attending Career Zone offerings is equal to or higher than previous year (quarterly analysis). Career Zone operations are within or below allocated budget (quarterly analysis). Career counselors serve at least 75 new clients among FSA employees each fiscal quarter. 80% of customers are very satisfied with career counselor services (quarterly analysis)	Sep-04				X		

FSA FY 2004 Performance Plan -- Discretionary

PROJECT NUMBER	HIGH RISK PLAN	SYSTEM INTEGRATION PLAN	ACTION ITEMS	RESP AREA	RESP PERS	BUSINESS NEED	SUCCESS MEASURES	TARGET COMPLETION DATE	Objectives					
									1- FSA Systems Integration and Technology Solution Initiatives	2 - Improve Program Integrity	3 - Reduce Cost	4 - Improve Human Capital Management	5 - Improve Products and Services	6 - Deliver Student Aid Effectively and Accurately
TIER 2 - DEVELOPMENT AND INTEGRATION ACTIVITIES (Discretionary)														
70			Increase Student Financial Aid program awareness.	App & Del Serv	Jacks	Data show that parents and students are unaware of the availability and affordability of education beyond high school. They are not aware that information is free and to apply is free.	Establish baseline data in FY 2004 to determine future benchmarks and measures of success.	Sep-04		X			X	
71		X	Reengineer EExpress.	App & Del Serv	Jacks	Conduct a study to determine the alternatives and feasibility of providing electronic products used by schools to manage and report federal aid on the web versus PC-based. Move stand alone modules from PC to web as proof of concept. Conduct product registration survey to obtain community feedback.	Results of study and survey will determine next steps.	Sep-04					X	
72			Develop a Late Disbursement Approval and Tracking system.	Policy Liaison	Baker	Revised regulations provide that a school may only make a late disbursement beyond 120 days after the student is no longer enrolled, only with the Secretary's approval. FSA needs a tracking system to receive, evaluate, decide, and respond to requests for such approvals.	Schools find the process for submitting requests for late disbursements easy and that our response to those requests are timely.	Sep-04	X	X	X		X	

FSA FY 2004 Performance Plan -- Discretionary

PROJECT NUMBER	HIGH RISK PLAN	SYSTEM INTEGRATION PLAN	ACTION ITEMS	RESP AREA	RESP PERS	BUSINESS NEED	SUCCESS MEASURES	TARGET COMPLETION DATE	Objectives					
									1- FSA Systems Integration and Technology Solution Initiatives	2 - Improve Program Integrity	3 - Reduce Cost	4 - Improve Human Capital Management	5 - Improve Products and Services	6 - Deliver Student Aid Effectively and Accurately
TIER 2 - DEVELOPMENT AND INTEGRATION ACTIVITIES (Discretionary)														
73	X	X	Develop FSA Security and Privacy Architecture Pilot.	CIO	Schubert/Reddy	The purpose of this task is to use the information gathered from the Security Architecture Framework task, the Data Strategy task, and other FSA, departmental, and federal initiatives to plan, design, develop, and implement a pilot for access management and identify management architecture for FSA systems. This pilot architecture will be used to test alternative solutions to determine what commercial product(s) best supports the business and security needs for FSA.	A solution is selected that has been successfully tested and found to provide the required functionality for improved security and business processes. A design is created that will allow implementation of an enterprise solution for access and identity management.	Sep-04	X		X		X	
74	X		Implement Leadership Excellence development training.	Wrkfrce Spt Serv	Thomas/Teresa	Staff development and training at ED is in a transition period. There are currently no leadership development programs in operation in Training and Development Center. Moreover, FSA faces a succession challenge in the very near future, as 1/3rd of its workforce will be eligible to retire within two years.	Quarterly reports will show that 75% of funds for external executive and management development experiences are obligated. Leadership Excellence advisory group established and operating.	Sep-04		X		X		

Grey font indicates action item has been cancelled.